



PATENT
NESO:009

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Nicholas D. Evans

Filed: Jun 25, 1999

Serial No.: 09/344,795

For: ELECTRONIC CUSTOMER
SERVICE AND RATING
SYSTEM AND METHOD

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Group Art Unit: 3621

Examiner: Reagan, James A.

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DEC 09 2003

OFFICE OF PETITIONS

Mail Stop – Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF FIRST CLASS MAIL

I hereby certify that this document and any attachments is being deposited with the United States Postal Service on December 1, 2003, as First Class Mail, postage paid under 37 C.F.R. 1.8, in an envelope addressed to: Mail Stop – Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.


Carol Cates

AMENDMENT

Dear Sir:

In reply to the Office Action mailed on July 10, 2002, please consider the following amendments and remarks:

Oath/Declaration is attached and submitted providing the correct title.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper, in which deleted matter is shown using ~~strikethrough~~ and added matter is underlined.

Remarks begin on page 10 of this paper.